

REGENERATION, COMMUNITY AND CULTURE OVERVIEW AND SCRUTINY

30 JANUARY 2014

ANNUAL REVIEW OF WASTE CONTRACTS

Report from: Robin Cooper, Regeneration, Community and Culture

Author: Steve Baker, acting Head of Waste Services

Summary

This report provides an update on the activity carried out by the following contractors to Medway Council:

- Veolia Environmental Services - providing waste and recycling collection, waste disposal and street cleansing services
- FCC (formerly Waste Recycling Group) – providing management of the three household waste recycling centres.

1. Budget and Policy Framework

- 1.1 This contract update is within the Council's policy and budget framework and ties in with all the identified Core Values, Strategic Priorities, Strategic Council Obligations and Departmental/Directorate service plans as detailed below.
- 1.2 This contract follows the Council's core values to ensure we have services that put our customers at the heart of everything we do at the same time as giving value for money and fits with the strategic priority of a clean and green environment.
- 1.3 Such services need to support the Council's Waste Strategy that, in turn, provides the basis for targets in performance and community plans. The primary objectives are to:
 - Ensure compliance with statutory duties
 - Meet statutory performance targets
 - Ensure continuity of a front line service
 - Provide services within agreed budgets
 - Meet requirements to achieve efficiency gains
 - Provide environmentally sustainable services.

2. Veolia Environmental Services - waste and recycling collection, waste disposal and street cleansing services

2.1 These contracts cover:

- Waste Collection and Street Cleansing services (residual waste collection, recycling collection from kerbside and bring sites, materials recycling facility provision and end markets for all recycling materials, food and garden waste collection and street cleansing).
- Disposal of residual waste via a combination of landfill and energy from Waste, ensuring the Council meets as a minimum, its landfill diversion targets as set down by Government.

2.2 Both contracts started on 4 October 2010. The collection contract is for 9 years (the option to extend 2 years was agreed at Cabinet on 17 January 2012, decision number 8/2012) and the disposal contract is for duration of 25 years.

2.3 The contracts require Veolia to provide an annual report detailing the operation of the contracts.

2.4 Representatives from Veolia and the Council's Waste Services will be present at the meeting to provide any additional information or clarification that is required. The annual report is attached at Appendix 1.

3. Veolia - key contract achievements

3.1 Ensure compliance with statutory duties

Statutory duty is:

- Collection of household waste from all properties (as defined under EPA 1990) and
- At least 2 materials for recycling from all households via kerbside collections by 2010 (Waste Recycling Act)
- Cleaning of streets as defined under the Clean Neighbourhoods Act

These are measured via

- Monthly contract meetings
- Annual report to Overview and Scrutiny Committee
- Monthly corporate monitoring via Covalent returns
- National waste dataflow returns
- National flycapture reporting
- Maintaining NI195 inspections despite this no longer being a formal reportable target to DEFRA

All collection and disposal services have been delivered to meet the council's statutory duties.

3.2 Ensure continuity of a front line service

3.2.1 Service continuity has been maintained since the start of these contracts and severe weather did not cause a break in service during the winter of 2012/13. There has been one major change in the contract this year, with the frequency of recycling and organics collections being increased from fortnightly to weekly, please see 3.5 for details.

3.3 Provide services within agreed budgets

3.3.1 Monthly monitoring is undertaken by Head of Service and Corporate Finance Officer. This is monitored monthly at a local level by the Assistant Director and quarterly by the Directorate Management Team, Corporate Management Team and Cabinet.

3.4 Provide environmentally sustainable services

3.4.1 Undertaking recycling is a key feature of sustainable waste practices. Through the purchase of 46 new British-built refuse trucks, many of which are narrower and better suited to tight Medway streets, increased fuel and emission efficiencies have been realised going forward. A reduction of landfill waste will potentially be realised through an increase in recycling collection frequency.

Other Information

3.5 *Weekly collections*

3.5.1 In February 2012, the Secretary of State, Eric Pickles, launched a challenge fund of £250m aimed at encouraging local authorities to retain or reinstate weekly rubbish collections – a service Medway residents continue to receive. A bid for both capital and revenue funding of £14,029,901 was submitted, proposing that Medway Council increase both recycling and organics collections to weekly in line with and retaining black sack refuse collections along with an associated promotions campaign. The proposal was structured so that the enhanced service can be maintained for the full duration of the Waste Collection contract, expiry 30 September 2019.

3.5.2 On Thursday 22 November, the Department of Communities and Local Government confirmed Medway had been awarded the full funding (£14,029,901 over three years) for the weekly collections services. This was reported to Cabinet on 27 November 2012.

3.5.3 Having successfully won £14million of funding under the Government's 'Weekly Collections Support Fund', business strategy teams from both Veolia and Medway put together the necessary arrangements and agreements for increasing the frequency of recycling and organics collections from fortnightly to weekly. This has included the following key work streams,

- Vehicle specification and ownership
Agreement on: collection methodology (which vehicle will collect which material); ownership during and after contract term; maintenance

arrangements; onboard safety cameras; specification and procurement of 46 new vehicles

- Legal, contract and finance review
Agreeing in principle necessary changes to the existing contract wording and new payment mechanisms that take into account the changes in BoQ items and rates
- KPIs
Adjusting existing KPIs so that they are meaningful for the new service
- Communications with the public
Designing printed literature and consulting residents on its effect; deploying a borough-wide advertising campaign; door-stepping 11,000 homes during a face-to-face campaign; delivery 90,000 kitchen caddies to households allocated a brown bin.

3.5.4 £7million of the funding has paid for the refuse, recycling and organics fleet in their entirety. This will extract the cap-ex cost of vehicles from the contract as of 28 October 2013. The balance will cover the increased contract costs of collecting recycling more frequently until contract expiry.

3.5.5 On 28 October 2013 weekly collections commenced, utilizing 46 British-built refuse trucks, which are jointly liveried by Medway Council and Veolia, maintained by Veolia but owned by Medway Council (£7M spend as part of the grant allocation). The implementation of weekly collections has also enabled Veolia to recruit for 40 new jobs.

3.5.6 In providing a comprehensive weekly kerbside collection service, supported by a borough-wide communications campaign, it is hoped that residents will choose to manage their waste in the most environmentally and cost-effective way available to them. Appendix 3 provides an early indication as to how well that aspiration is being met. To dispose of waste via landfill or energy recovery is the most expensive way of dealing with it. Weekly collections - in particular, convenient food waste collections - have clearly encouraged waste away from these disposal methods. In an ideal scenario, the fall in black sack arisings would not be exceeded by subsequent rises in the other streams (i.e. preference is for there to be no overall growth in waste) but the comparisons in Appendix 3 show volumes of organic waste being higher than the fall in refuse alone. Visual inspection has determined this to be additional garden waste with an extremely late growing season and a very mild winter likely to be the cause.

3.6 *Free WEEE Collections*

3.6.1 From 2012, in partnership with Veolia Environmental Services and Sweep Kuusakoski Ltd, Medway residents benefit from unlimited free collections of waste electrical and electronic waste (WEEE). Items, big or small, are collected from inside residents' homes; this avoids the metal theft that has been encountered by our usual bulky collection service and ensures items are recycled properly.

3.6.2 The items are taken to Sweep's Sittingbourne facility where they are broken up mechanically and separated into various material streams, such as copper, aluminium and plastic. Refrigeration units are degassed safely as are CRT televisions and monitors. Using an innovative industrial furnace, the glass from all

the CRTs is melted down and an average of 1kg of lead is recovered from each one.

3.6.3 The free WEEE collection service is provided at zero cost to the Council and has enabled Waste Services to stop collections of WEEE on the usual bulky service. Currently, all households are entitled to one free bulky collection of up to three non-electrical items every rolling 12-months. Each bulky collection, whether paid for by the resident or not, incurs a contract cost. It is estimated that the free WEEE collection service has saved approximately £8,000 in contract costs during the 2012/13 contract year.

3.7 *Further diversion of waste from landfill*

3.7.1 Working in partnership with Veolia, further initiatives are being investigated that will divert more material from landfill than the contracted minimum and avoid the associated landfill tax, currently levied at £72 per tonne.

3.7.2 As part of this development, street sweepings are now being sent to a treatment plant in Dartford. Although currently offering a small cost saving against the price of landfill, it is anticipated that the margin will increase from next April when landfill tax rises by another £8 per tonne.

3.7.3 Veolia are also investigating further diversions to EfW by sending black sack waste for Refuse Derived Fuel (RDF). We are hopeful this scheme will also be operational next year.

4. **FCC Environment (formally known as Waste Recycling Group -WRG) - management of the three household waste recycling centres (HWRC)**

4.1 The HWRC contract broadly consists of the following elements:

- The management of three HWRC's;
- The haulage of all materials arising at the sites with the exception of Waste electrical and electronic equipment (WEEE) and household batteries, which are covered by producer compliance schemes (PCS);
- The marketing and sale of materials arising at the sites with the exception of residual waste, wood waste, and those detailed above;
- Achievement of a 50% recycling rate target at each site in the first 12 months after commencement and 60% for each following 12 month period;
- The provision and maintenance of containers necessary to provide the service to supplement those provided by the Council;
- The provision of all plant and equipment necessary to provide the service including remote access to the CCTV system, an electronic data management system and an automatic number plate reader (ANPR) system at each site.

4.2 The contract started on 1 October 2010 for duration of seven years with the possibility of extension by two years with mutual agreement.

4.3 The contract requires FCC to provide an annual report detailing the operation of the contract.

4.4 Representatives from FCC and the Council's Waste Services will be present at the meeting to provide any additional information or clarification that is required. The annual report is attached at Appendix 2.

5. FCC - key contract achievements

5.1 Ensure compliance with statutory duties.

5.1.1 The provision, and hence management, of the household waste recycling centre's is a statutory duty for the waste disposal authority of an area, of which Medway as a unitary authority holds this duty.

The success of this contract is measured via

- Monthly contract meetings,
- Annual report to Overview and Scrutiny Committee
- Monthly corporate monitoring via Covalent returns
- National Waste Dataflow returns

This contract has been delivered to meet our statutory duties.

5.2 Meet statutory performance targets.

5.2.1 By increasing the recycling rate the sites have managed to lower the amount of residual waste collected, from 10,041 tonnes in the first contract year (Oct 2010 to Sept 2011) to 7,438 tonnes in the second contract year (Oct 2011 – Sept 2012) and further again to 7,429 tonnes in year three (Oct 2012 – Sept 2013), and hence have contributed to Medway diverting less waste to landfill and the surplus of landfill allowances during the time Landfill Allowance Trading Scheme was in operation.

Site	Total Tonnage	Recycled (T)	% Recycled
Capstone	6505	4241	65.19
Cuxton	7792	4844	62.18
Hoath Way	5772	3556	61.61
Overall Performance			62.99%

5.2.2 Measures of public satisfaction were also taken via surveys at the three sites in April and August, showing 98% of residents using the site were very or fairly satisfied with the facilities (83% being very satisfied) and services offered.

5.3 Ensure continuity of a front line service

5.3.1 Service continuity has been maintained, despite a change in contractor. During the last year there have not been any prolonged breaks in service due to extreme weather or incident.

5.4 Provide services within agreed budgets.

5.4.1 Monthly monitoring undertaken by Head of Service and Corporate Finance Officer is monitored monthly at a local level by the Assistant Director and quarterly at Departmental Management Team, Corporate Management Team and Cabinet.

5.4.2 This contract is operating within the agreed budget and is subject to RPI/Baxter indices uplifts each year. An income is derived from KCC for allowing access by their residents to our sites. This has generated an income and offset the running costs for these sites.

5.5 Meet requirements to achieve efficiency gains.

5.5.1 The tendering of this contract realised saving in excess of £600,000 per year.

5.5.2 Discussions are underway with FCC regarding the possibility of taking up the 2-year contract extension and hence achieving efficiency.

5.6 Provide environmentally sustainable services

5.6.1 Undertaking recycling is a key feature of sustainable waste practices. Each year reports of energy and fuel usage are submitted to Medway as well as robust internal process for auditing their energy usage.

6. Risk management

Risk Categories	Outline Description	Risk Likelihood A=Very High B=High C=Significant D=Low E=Very Low F=Almost Impossible	Risk Impact I=Catastrophic II=Critical III=Marginal IV=negligible Impact	Plans To Mitigate Risk
a) Contractual delivery	<p>Default by Contractor needing emergency action</p> <p>Termination of Contract due to default by Contractor</p> <p>Volume of waste less than or greater than anticipated</p>	<p>D</p> <p>E</p> <p>C</p>	<p>II</p> <p>II</p> <p>III</p>	<p>Contractor to provide and/or pay for alternative action</p> <p>Adequate contract provision to enable the Council to take effective action when necessary. Clause in contract to enable Medway to reclaim losses.</p> <p>Allowance made for this in Contract conditions.</p>
b) Service delivery	<p>Closure of plant or inability to provide Service due to Force Majeure or relief events</p> <p>Failure of waste management services contractor to meet contract standards for service delivery to the Council.</p>	<p>E</p> <p>D</p>	<p>II</p> <p>II</p>	<p>Shared responsibility under Contract conditions.</p> <p>KPI & default system in place for financial compensation. Adequate contract monitoring and enforcement in relation to operations. In appropriate cases by including provisions in the contract for deductions where these standards are not met.</p>

	<p>Interruption of availability of some facilities</p> <p>Non-household waste entering MSW waste stream or waste incorrectly dealt with according to its category.</p>	<p>C</p> <p>C</p>	<p>II</p> <p>III</p>	<p>Adequate contract monitoring and enforcement in relation to maintenance, security, health and safety, staff training. Contractual provision of back-up equipment and facilities. Fire insurance. In appropriate cases by including provisions in the contract for deductions where such interruptions occur</p> <p>Robust monitoring arrangements should be undertaken as part of Contract management for checking/validating wastes and issuing appropriate defaults. Failure will have significant financial implications.</p>
c) Health & Safety	<p>Serious injury/death of staff or public while services are in operation</p>	<p>D</p>	<p>I</p>	<p>Robust health and safety monitoring procedures in place; Medway's waste collection service was satisfactorily audited by the HSE in 2013 as part of their routine inspections.</p>
d) Legal	<p>Changes in Government regulations/law</p>	<p>C</p>	<p>II</p>	<p>Incorporated into the contract that which is likely to be a known change. Clear ground rules have been incorporated into the contract conditions for negotiating future changes in law. However waste industry is likely to be affected substantially in future. Especially for the 25 year waste disposal contract. The impact of these would be subject to review at the time of establishing whether the financial implications are the responsibility of the Council or shared.</p>

e) Financial	Budgeted net expenditure exceeded	B	II	Prudent budgeting. Robust arrangements for management within budget. Prompt and accurate assessment of unbudgeted proposals and developments. Early negotiations undertaken with contractor when impacts of budget pressures are apparent.
	Overpayment to contractor	E	III	Robust contract procedures for checking contracts, validating invoices and recovering any overpayments. Staff training. Regular internal audit inspections.
	Contractor/employee fraud or corruption	E	II	Robust contract provisions for controlling payments and assets. Adequate supervision and transparency for contract management and negotiations. Staff training. Regular Internal audit inspections.

7. Consultation

- 7.1 Consultation was undertaken as part of the procurement process and in development of the waste strategy. Additional stakeholder consultation will only be required if significant changes in services are needed at some later date.

8. Financial and legal implications

- 8.1 As part of the terms and conditions of contract, each of the contractors are required to provide an annual report on their performance.
- 8.2 There are no financial implications to this report.

9. Recommendations

- 9.1 The committee is requested to note the content of this report including the annual service updates provided by the two contractors in Appendices 1&2.

Lead officer contact

Steve Baker, acting Head of Waste Services

Tel. No: 01634 331597 Email: stephen.baker@medway.gov.uk

Background papers

The following documents have been relied upon in the preparation of this report:

Description of document	Location	Date
Options Appraisal for Waste Collection Services	http://democracy.medway.gov.uk/ie/DecisionDetails.aspx?ID=742	20 February 2007
	and	
Options Appraisal for Waste Collection Services	http://democracy.medway.gov.uk/ie/DecisionDetails.aspx?ID=932	5 August 2008
Waste Collection Services and Waste Disposal Services: Award of Contracts	http://democracy.medway.gov.uk/m/qlssueHistoryHome.aspx?lId=3321	14 Jul 2009
Contracts for the Collection and Disposal of Waste Update	http://democracy.medway.gov.uk/m/qlssueHistoryHome.aspx?lId=3351	22 Sep 2009
Gateway1 Options Appraisal: Management of Household Waste Recycling Centres	http://democracy.medway.gov.uk/m/qlssueHistoryHome.aspx?lId=4078	26 January 2010

Gateway 3 Contract Award: Household Waste Collection and Disposal Contracts	http://democracy.medway.gov.uk/ie/DecisionDetails.aspx?ID=1818	30 March 2010
Gateway 3 Contract Award: Household Waste Recycling Centres	http://democracy.medway.gov.uk/m/gIssueHistoryHome.aspx?Id=4954	20 July 2010
Recycling Clear Bags report	http://democracy.medway.gov.uk/m/gConvert2PDF.aspx?ID=8523	4 October 2011
Annual Review of Waste Contracts: Year 1	http://democracy.medway.gov.uk/m/gconvert2pdf.aspx?id=9016	13 December 2011
Gateway 4 Procurement Post Project Completion Review: Household Waste Recycling Centres	http://democracy.medway.gov.uk/m/gconvert2pdf.aspx?id=9264	17 January 2012
Gateway 4 Procurement Post Project Completion Review: Waste Collection And Disposal Contracts	http://democracy.medway.gov.uk/m/gconvert2pdf.aspx?id=9262	17 January 2012
Gateway 4 Procurement Post Project Completion Review: Organic Waste (Garden And Kitchen) Processing	http://democracy.medway.gov.uk/m/gconvert2pdf.aspx?id=9260	17 January 2012
DCLG Weekly Collection Support Fund – Medway's Bid	http://democracy.medway.gov.uk/m/gconvert2pdf.aspx?id=16104	28 June 2012
Gateway 5 Procurement Contract Management Report: DCLG Weekly Collections Support Fund (Medway Weekly Bid)	http://democracy.medway.gov.uk/m/gConvert2PDF.aspx?id=18307	27 November 2012
Gateway 5 Procurement Contract Management Report: Waste Collection and Disposal, Household Waste Recycling Centres, Tree Maintenance and Highways Minor Works	http://democracy.medway.gov.uk/m/gconvert2pdf.aspx?id=22113	17 December 2013

ANNUAL SERVICE REPORT 2012/2013

Medway Council's Refuse/Recycling/Street Cleansing and Disposal contract was awarded to Veolia and commenced on the 4th October 2010 until 2017 for Collections and Street Cleansing and the Disposal contract for 25 years.

The award of this contract builds upon the already strong relationship between the two organisations since the previous contract from 2002 to 2009 and extended until September 2010.

The Annual Service Report is an integral part of the contract that exists between Veolia Environmental Services and Medway Council in so far as it is the agreed mechanism for the delivery of continuous improvement and is fundamental to the contracts performance management framework.

This Annual Service Plan has been produced in accordance with the requirements of:

Collection Contract Collection: Clause 16.2 and 17.2 of the contract and schedule 6: reporting requirements and clause 7.3 of the general requirements specification and

Disposal: Clause 16.2 of contract and Schedule 6: reporting requirement and clauses 11.23-24 of the specification.

The period of review covers 1st October 2012 to 30th September 2013 and covers all of the operations carried out by Veolia on behalf of Medway Council.

Since the last Annual Service Review the Collection and Street Cleansing contracts have been extended for a further 2 years until 2019.

DCLG

Since the successful award of the funding from DCLG, it has been full steam ahead. Significant work has been undertaken by in-house strategy teams in readiness for weekly collections of refuse, recycling and organics

In specifying and ordering the fleet of 46 new vehicles, several models of vehicles were tested by the Operations Team prior to a decision being made. This has ensured they are the best possible option for the collection service in Medway with some narrower vehicles now included to provide easier access in narrow roads/estates.

The new fleet is Euro 5 compliant and will have the latest technology to reduce fuel usage and minimise emissions.

Each new vehicle has the benefit of a 360-degree camera, which has a live recording system to provide significant benefits with contract and driving standards monitoring, health and safety and reductions in insurance claims.

The current contract, payment mechanism and KPI's have been reviewed and amended to reflect the new service.

Significant work has been undertaken as a partnership to ensure the communications messages provide clear and consistent information for residents

Recruitment and training of staff has been on-going since the summer to ensure the smooth transition to the new service and all personnel are in place and fully inducted and trained

All Garden waste rounds have been rescheduled to ensure the collection day remains the same for every resident.

Veolia have scheduled a weekly recycling service to flats (although this was not a requirement of the revised service). This provides consistency across Medway and at no additional cost to Medway Council

The approach to this new service provides benefits to both Veolia and Medway Council with the cost of the new fleet being paid for from this award. This has reduced the collection cost per household for Medway Council as there is no need to include the fleet purchase element, providing short and long term financial benefits for both parties enabling Veolia to provide additional efficiency savings.

Further enhancements to the service will continue to be rolled out to introduce the twin stream service to flats. This is already being trialled in selected sites.

The strong partnership working has also contributed to Medway achieving Customer Service Excellence for the last two years.

Recycling Collections

The separate collection of paper and card commenced 4th October 2010, alongside a commingled collection of glass, cans and household plastic packaging.

Recycling tonnages increased compared to pre-2010 arrangements and the proportion of separately collected paper and card also grew from outset until October 2011/12 when it reached 27.5%. This contract year, recycling tonnage has fallen slightly as has the proportion of separately collected paper and card.

Decreases in the overall proportion of waste being recycled, and the proportion of that which is paper and card, is an emerging national trend. For Medway, it is anticipated the trend will be reversed with the implementation of weekly collections, backed up by a borough-wide communications campaign.

Oct 2009 - Sept 2010	19,930 – co mingled
Oct 2010 – Sept 2011	21,404 includes 3,822 tonnes paper & cardboard
Oct 2011 – Sept 2012	18,342 includes 6,957 tonnes paper & cardboard
October 2012 – Sept 2013	17406.12 includes 5656.24 tonnes of paper and cardboard kerbside and Bring sites

Residual Household Waste collection

The residual collection will remain on a weekly black sack collection. Garden waste in black sacks will no longer be collected as refuse.

Veolia and Medway Council continue to actively work together with new developments of flats to encourage the use of recycling bins which are provided free of charge to Managing Agents/Landlords to minimise the number of refuse bins on site and encourage residents to recycle

Oct 2009 – Sep 2010	58,878 tonnes
Oct 2010 – Sep 2011	56,371 tonnes
Oct 2011 – Sep 2012	56,731 tonnes
Oct 2012 – Sep 2013	56,778 tonnes

Garden Waste and Food collections

Collections of garden waste and food continue via 240 litre wheeled brown bin. Garden waste only in brown re-usable sacks or sacks provided by the householder. Food only is collected in 23 litre caddies for some properties not able to accommodate a wheeled brown bin. As food is collected commingled with garden waste, we are unable to provide any separate tonnage data.

Oct 2009 – Sep 2010	12836 Tonnes
Oct 2011 – Sep 2011	15703
Oct 2011 – Sep 2012	16313
Oct 2012 – Sep 2013	16224

The above tonnages are heavily dependent on the weather, which in turn determines how well gardens grow.

Bulky Household Waste

This will continue to be collected by Refuse freighter (non-metal items). White goods and other WEEE to be collected by 7.5 tonne cage vehicle. Please also see the section titled 'Veolia WEEE Compliance Scheme'

Oct 2009 – Sep 2010	873 tonnes
Oct 2010 – Sep 2011	762 tonnes
Oct 2011 – Sep 2012	781 plus 172 tonnes of metal
Oct 2012 – Sep 2013	824

Transfer Station staff manually separate any bulky material from the HWRC residual waste to reduce waste to landfill, this minimises waste to landfill and increases the volume of waste taken to ERF (Energy Recovery Facilities) Provide additional removal of contaminated recycling which contains cardboard.

An RDF (Refuse Derived Fuel) outlet for Bulky Household Waste has been identified and we hope to be in a position to transfer waste by early 2014.

Veolia WEEE Compliance Scheme

Medway Council is one of our largest clients. We have a great relationship with them and we worked on several successful projects with them in the past such as WEEE Bring banks and collection from schools. We are now launching a WEEE kerbside collection service across Medway Council. The scheme will cover all domestic WEEE, small and large; this scheme is now in its second year.

Recycling Bring Site banks

2013	2011/12	2012/13
COMMODITY	TONNAGE	
GLASS -CLEAR	306	292
GLASS - MIXED	386	354
TOTAL	692	646

Street cleansing

We are already separating waste and recyclable materials plastic, cans and glass picked up by the manual street cleansing staff with the use of double bin barrows that were purchased for the start of the contract.

The Response Team have, in the last contract year, assisted with 137 Community Clearances in addition to normal duties

They have collected 508 dead animals in the last contract year

An alternative disposal location has been identified and this will recycle all of the street arisings from the mechanical sweepers, providing 99.5% diversion from landfill

STREET CLEANSING	2011/2012	2013/2012
LITTER	1212	1286
MECHANICAL SWEEPING ARISINGS	1324	3507
FLY TIPPING	283	295
TOTAL	2819	5090

DISPOSAL CONTRACT

With effect from 1st October 2011, all contract waste (except mechanical Street Cleansing vehicles) was transferred via the new Transfer Station at Rochester.

Mechanical Sweepers now tip all street cleansing arising from mechanical sweepers at the new operational site in George Summers Close.

Opening hours at the Transfer station have been arranged to accommodate other contractors i.e. FCC who currently operate the 3 Household Waste & Recycling Centres within Medway and the site operates 6 days a week.

All suitable materials (i.e. black sack waste) will be transferred to the EFW (Energy from Waste) facilities to minimise landfill

The main focus of the disposal contract is to ensure minimal tonnage to landfill, however some materials (bulky items) cannot be processed by ERF (Energy Recovery Facility) and have to be taken to the Veolia landfill site at Pitsea in Essex. All material is sorted within the Transfer Station to minimise waste to Landfill

Commingled kerbside recyclable materials (cans, plastics and glass) are currently taken to our new Southwark MRF (Materials Recycling Facility).

Paper and cardboard are delivered to UPM at Dartford for sorting and process.

Total tonnage through the Transfer Station for 2012/2013 -104,106.00 tonnes

Recycling

2010/11 Target: 36% Achieved: 36.8%

2011/12 Target: 40% Achieved: 39.7%

2012/13 Target: 41% Achieved: 41 % (unaudited estimate. Will be finalised by Defra during November)

Street Cleansing Inspections

(% of roads deemed satisfactory)

Litter

2010/11 Target: 95% Achieved: 97%

2011/12 Target: 95% Achieved: 96%

2012/13 Target 95% Achieved to date: 95.9%

2013/14 Target 96% Achieved to date Q1 – 97% Q2 – 98%

Detritus

2010/11 Target: 92% Achieved: 95%

2011/12 Target: 92% Achieved: 95%

2012/13 Target: 92 % Achieved to date: 95.3%

2013/14 Target: 92% Achieved to date 96.5%

Measures of public satisfaction (taken via the Corporate quarterly tracker and annual Residents Opinion Poll) for Contract Year 2013/2014

Refuse collection

Target 90%

Achieved: Q1 – 92%; Q2 - 92%; Q3 – 94%; Q4 - 93 % Average 92.75%

Recycling

Target 78%

Achieved: Q1 – 80%; Q2 - 85%; Q3 – 86%; Q4 – 87 % Average 84.5%

Street cleaning

Target 75%

Achieved: Q1 – 74%; Q2 – 74 %; Q3 – 72%; Q4 – 76% Average 74%

Whilst not achieving the target satisfaction rate according to Medway Council's resident survey data, monitoring by their contract team suggests cleansing is to a high standard. Veolia continue to work alongside Medway Council to understand why satisfaction has not been achieved and will be including supplementary questions to drill down to the cause.

DEPOTS

All Operational Staff together on one site at George Summers Close on Medway City Estate.

Next year it is planned that the Contract Manager and all Administration staff will also move to this site once additional offices are installed.

VEOLIA COMPANY INFORMATION

Municipal retain Investors in People.

The team first received this award in 2008, which recognises our commitment towards being an employer of choice and creating a great place to work.

The assessors highlighted that: *“The level of commitment to the job and to the company is especially striking. In all the interviews there was a not a single person who did not think Veolia is a good company. That is a remarkable achievement.”*

Veolia are one of the largest employers nationally with nearly 13,000 staff, this provides an ideal opportunity to provide local employment opportunities where we have contracts.

Veolia has the 4th largest HGV fleet in the UK.

As part of continuous staff development, 4 of our existing staff have completed our HGV Apprentice scheme and have all now qualified as HGV Drivers. It is planned to continue this scheme to encourage promotion within the contract and increase the skills of our staff.

In addition all staff have been able to complete the Skills for Life training with our in-house Campus providing one to one support for staff to improve their literacy and numeracy skills.

HEALTH & SAFETY

We have had one RIDDOR reportable injury (back strain entering a vehicle). However with the number of staff and for the number of operational days (Refuse and Recycling run 267 working days per year, Street Cleansing operations for 364 days a year), I believe this demonstrates the focus and importance Veolia place on training and monitoring. Health & safety will always be a significant challenge due to the nature of the work we do: manual handling, slips, trips and falls and struck by injuries continue to be the most frequent injuries.

Manual Handling training is now being delivered every 2 years instead of the previous 3 year schedule.

The installation of the 360 degree cameras on the new vehicles will help identify any unsafe practices and will also hopefully reduce the incidents of aggressive and abusive behaviour towards our staff – prosecutions have taken place of several motorists on other Veolia contracts using this system.

STAFF HEALTH & WELL BEING

Veolia continue to place significant importance on staff health and well-being and continue to provide several services.

Following agreement with Unions we have recently introduced a Drug and Alcohol policy which provides random testing – sites (including Manager) are not notified in advance. In addition Managers can request 'just cause' for any staff they believe may be under the influence of alcohol or drugs (both prescription and illegal) which may affect their ability to undertake their job safely or may jeopardise their colleagues/members of the public.

Simply Health - provides benefits to staff for dental, medical and optical insurance

Back in Action physiotherapy services – weekly clinic with on-site Physiotherapist

Health Management – occupational health

Employee Assistance Programme – free-phone confidential service on all aspects of life from Debt, Health, Bereavement, Divorce etc.

Driving Efficiently and Safely 2

Veolia have introduced an upgrade to the initial Driving Efficiently & Safely programme (DES) with daily, weekly and monthly reports to identify speeding, over revving and Idling.

VEOLIA TRUST

Awarded over 46 million pounds to community projects since 1997.

www.veoliatrust.org

Annual Service Report 2012 / 2013

Contents

1. Executive Summary
2. Report on progress for Contract year 2012/13
3. Summary of Performance
 - 3.1 Overall Waste Input/Output Analysis
 - 3.2 Analysis of overall Waste inputs.
 - 3.3 Details of Waste outputs, including destination; treatment, reprocessing, re-use or disposal use.
 - 3.4 Analysis of overall Recycling performance.
 - 3.5 Waste Input/Output Analysis by Site (individual HWRC)
 - 3.6 Recycling Performance by material type
 - 3.7 Report on Handling of Hazardous Wastes
 - 3.8 Commercial (Trade) Waste
4. Customer satisfaction/Site surveys
5. Environmental and other considerations
 - 5.1 Environmental Agency (EA) inspections
 - 5.2 Details and findings of EA inspections including any penalties, actions, remediation etc.
 - 5.3 External Audits
 - 5.4 Site security and related issues
 - 5.5 Risk Assessments
 - 5.6 Staffing and Welfare Issues.

5.7 Safety

6. Review of administration of service

7. Infrastructure, plant and equipment maintenance

7.1 Routine maintenance

7.2 Business Continuity

8. Aims for forthcoming year

8.1 Report on recycling bonus incentive scheme.

8.2 Infrastructure improvements and routine maintenance

8.3 Action Plan for 2013/14

1. Executive Summary

The Annual Service Report (ASR) provides a detailed review of the performance of the Medway Council / FCC Environment (FCC) Contract over the previous twelve months. This is the 3rd ASR following commencement of the Contract on the 1st October 2010. The intention of this report is to provide details on the historical performance of the contract and to set new targets and growth plans for the coming contract year October 2013 to September 2014.

The ASR aims to concentrate the information requirements of the Contract Specification with the tender submission into a single report, providing a comprehensive overview of all aspects of the HWRC service. It is our intention through 2013/14 for the ASR to become a working document, complimented by a monthly 'dashboard' of key contract requirements which can be tracked through the year, allowing greater visibility of our contract management, and self-monitoring and reporting processes with the aim of continuous improvement to the Contract.

The requirement to provide the Annual Service Plan is detailed in clause 16.2 of the specification, schedule 4, and reference in the specification and method statements section 4.2.3. This Plan covers the Contract year 2012/13.

2. Report on progress for the Contract year 2012/13

FCC has built upon the overall service and previous years successes by continuing to increase recycling levels across the HWRC facilities. An overall recycling rate in excess of 62.99% was achieved for the Contract as a whole.

In addition to these improvements, FCC has provided the Council with a high quality service with exceptionally high levels of customer service and satisfaction. The Group have also commenced a reuse service in partnership with the local charity Abacus however, we hope to further develop this service over the coming year by developing a much more focussed service with the potential to sell a greater volume with the help of our third sector partner, Sue Ryder. We are also currently in discussions with local correctional facilities investigating the potential and viability for mattress recycling and push bike refurbishment.

The Health and Safety of our clients, customers and our staff are of paramount importance to FCC and to this end we have been rigorous in our approach to Health and Safety Management

which has resulted in the provision of a safe and efficient service for the Council and users of the sites.

3. Summary of Performance

This report provides an overview of FCC's performance of the Contract during 2012/13. This includes performance against recycling targets, performance against the Service Delivery Plan and the target material streams. It is also intended to give an overview of how the Contract is managed by FCC Environment, together with a look forward and target setting for the contract year 2013 / 2014.

3.1 Overall Waste Input/Output Analysis

Section 3.2 of the Contract Specification sets out the minimum recycling levels to be achieved by the HWRC contractor;

Contract Year	Contract Recycling Target
2010 / 2011	>50%
2012 / 2017	>60%

Table 1: Recycling Rate Targets

3.2 Analysis of overall Waste inputs.

Table 2 sets out the total tonnage received at each site and the contract as a whole against the tonnage sent for recycling or composting:

Site	Total Tonnage received (t)	Materials recycled (t)¹	Recycling percentage (%)
Capstone	6,505	4,241	65.19
Cuxton	7,792	4,844	62.18
Hoath Way	5,772	3,556	61.61
Contract Total	20,072	12,643	
Overall Performance		62.99%	

Table 2 Performance against Contracted Targets

The total tonnage recycled excludes hardcore and soils, and does not include difficult waste which is reported separately.

The table below shows the percentage of materials segregated for reuse recycling and disposal at the sites in the year 2012/13:

All	Percentage Composition
Asbestos	0
Car Batteries	0.50
Fluro tubes	0.03
Fridges/Freezers	0.88
Garden Waste	17.14
Gas Bottles	0.55
Glass Mixed	1.20
Glass Fint	0.00
Houshold batteries	0.03
LDA (B stream weee)	1.06
Metal	8.40
Non Ferrous	0.12
Brass	0.00
Copper	0.00
Plasterboard	2.55
SDA (A stream weee)	5.75
Televisions	3.11
Textiles	1.71
Tyres	0.00
Waste Oil	0.37
Wood	38.90
Cardboard	7.46
Print Cartridges	0.01
Re-use	0.09
Rigid Plastic	3.10
Cooking Oil	0.93
Mattresses	3.85
Co-mingled Recycling	1.94
Recycling	100
Landfill	37.01
Hardcore	22.62

All material movements on behalf of the HWRC service are managed by FCC and designed so as to allow the sites to operate with the least disruption as possible to the general public. Containers are moved during non-operational and operational hours. During operational hours, containers and moved by following safe systems of work such as the use of barriers to segregate the general public from the collection operation being used.

FCC has strict guidelines and procedures that consider the health and safety of the general public and our workforce at all times. In the event that we consider it unsafe to collect a container with the site open, we close the site for the shortest possible time, and deploy one of our staff to advise the waiting cars of the anticipated closure time. This ensures that inconvenience to the site users is kept to a minimum and if they are held up, we communicate the approximate time of reopening to reduce conflict and confrontation.

3.3 Details of Waste Outputs, Destination; Treatment, Reprocessing, Re-use or Disposal.

The table below identifies the tonnages of materials that have been collected across the HWRC service over the last Contract year and the destinations of where these materials have been sent for processing.

Material	Total Tonnage	Destination	Process	Contract Basis
Cardboard & Paper	942.48	Kemsley Mill, Sittingbourne	Reprocessed	Long-term National
Soil & Hardcore	5868.00	Soil Remediation, Strood	Reprocessed	Ad-hoc agreement
Glass (mixed)	151.36	Berrymans, Ridham Docks, Sittingbourne	Reprocessed	Ad-hoc agreement
Green waste	2166.70	FCC Dunbrik, Country Style Group Ridham Docks	Re-use	Internal, Ad-Hoc Disposal
Wood	4911.37	Countrystyle, Ridham	Treatment	Medway contract
Batteries (auto)	67.72	EMR, Biggleswade	Reprocessed	National contract
Metal	1075.37	EMR / Van Dalen	Reprocessed	National / Ad-hoc
Florescent tubes	2.77	Mercury Recycling	Disposal/ Re-use	Ad-hoc contract
Fridges	111.31	Waste Recycling via Light Bro's.	Reprocessed	Veolia contract via Medway

Gas bottles	69.91	Roud Recycling	Re- use	Ad-hoc contract
Mixed Recycling (MDR)	245.28	Viridor, Medway	Reprocessed	FCC Contract
Textiles	216.16	LMB Textiles London	Reprocessed	Ad-hoc contract
Tyres	41.99	S&P Tyres, Sittingbourne	Reprocessed	Ad-hoc contract
WEEE (small)	727.05	Sweep, Sittingbourne	Reprocessed/ Re-used	Veolia contract Via Medway
WEEE (large)	134.12	Sweep, Sittingbourne	Reprocessed/ Re-used	Veolia contract Via Medway
Televisions	393.40	Waste Recycling via Light Bros.	Reprocessed/ Re-used	Veolia contract via Medway
Plasterboard	322.14	Countrystyle, Ridham Dock	Reprocessed	Ad-hoc contract
Oil – Motor	46.53	Eco-Oil, Kingsnorth	Reprocessed	Ad-hoc contract
Household batteries	4.16	Waste Care, Manchester	Reprocessed	Ad-hoc contract
Rigid Plastics	506.00	EMR Ridham Docks	Reprocessed	Ad-hoc contract
Mattresses	486.79	Eco-Matt, Ashford	Reprocessed	Ad-hoc contract
Printer Cartridges	2.12	Take Back Norfolk	Reprocessed/ Re-used	Ad-hoc contract
Re-Use	11.75	Abacus Charity	Re Sold	Contract Pending

Table 3 Recyclate streams, volumes, outlets and contract terms

The only Long-term contract currently in place is for the supply of news and pams (Severnside). All other materials are sold into re-processors on annual or ad-hoc contracts in order to minimise transport, maximise revenues and guarantee quality off-takers with high service levels. FCC continually re-evaluate our off-takers, auditing their operations at least annually so as to ensure that we always provide our customers with the highest quality of service whilst minimising our impact on the environment.

3.4 Analysis of overall Recycling performance.

During the year 2012/13 FCC has consistently strived to improved the level of recycling achieved at each of the HWRC's. The table below shows the levels in recycling achieved at each site along with the overall increase in recycling achieved over this Contract.

Unfortunately although we have increased the recycling across the contract Hoath Way has seen a 2.11% decrease on 2011/2012 figures. The results will be analysed in order to ascertain if this has been an unavoidable dip in recycling or a trend that requires attention.

HWRC	Recycling % in Contract Year 2010/11	Recycling % in Contract Year 2011/12	Recycling % in Contract Year 2012/13	Percentage Increase from Contract Year 2011/12 to 2102/13
Capstone	51.37%	61.69%	65.19%	3.50%
Cuxton	50.67%	59.38%	62.18%	2.80%
Hoath Way	55.72%	63.72%	61.61%	(-2.11%)
Overall	52.23%	61.53%	62.99	1.46%

The considerable improvement in recycling performance achieved in year 1 of the Contract has been continued into Year 3 with an overall increase of over 1.46% in recycling. The target for 2013/2014 is a minimum of 65% recycling across the three sites.

3.5 Waste Input/Output Analysis by Site (individual HWRC)

Appendix A of this report contains a spreadsheet which provides details of all materials recycled over the Contract on a by site basis.

3.6 Recycling Performance by Material type

Below is a summary of Recycling percentages by site and by material.

Materials	Capstone	Cuxton	Hoath Way
Asbestos	0.38%	0.55%	0.31%
Car Batteries	0.29%	0.33%	0.31%
Fluro tubes	0.02%	0.02%	0.02%
Fridges/Freezers	0.52%	0.60%	0.53%
Garden Waste	11.00%	11.48%	9.63%
Gas Bottles	0.31%	0.36%	0.38%
Glass Mixed	0.72%	0.92%	0.57%
Glass Flint	0.00%	0.00%	0.00%
Household batteries	0.02%	0.02%	0.02%
LDA (B stream weee)	0.70%	0.82%	0.42%
Metal	5.23%	5.18%	5.51%
Non Ferrous	0.06%	0.08%	0.07%
Brass	0.00%	0.00%	0.00%
Copper	0.00%	0.00%	0.00%
Plasterboard	2.93%	1.69%	0.00%
SDA (A stream weee)	3.24%	3.49%	4.23%
Televisions	1.72%	2.07%	2.08%
Textiles	1.01%	0.98%	1.29%
Tyres	0.65%	0.00%	0.00%
Waste Oil	0.23%	0.25%	0.21%
Wood	25.23%	23.01%	25.70%
Cardboard	4.72%	4.60%	4.80%
Print cartridges	0.00%	0.01%	0.00%
Re-use	0.06%	0.08%	0.04%
Cooking Oil	2.86%	2.63%	0.02%
Rigid Plastic	0.03%	0.00%	1.99%
Mattresses	2.33%	2.34%	2.65%
Co-mingled Recycling	1.31%	1.21%	1.14%
Sub-Total	65.57%	62.73%	61.92%

Table 4 Recycling Performance by Material

3.7 Report on Handling of Hazardous Wastes

The only Hazardous Waste managed at all the sites is Asbestos. During 2012 / 2013 85.84 tonnes were received at the 3 HWRC's and sent to Pindens for safe disposal.

Details of types and quantities of Hazardous Wastes handled, their storage and disposal by Site and overall on a month by month basis.

The breakdown of monthly asbestos tonnage managed at the sites is shown in Appendix 1 of this report.

3.8 Commercial (Trade) Waste

The control of Trade Waste inputs to the sites continues to present FCC with challenges. FCC is proactively managing Trade Waste abuse and has worked closely with Council Officers in the development of a protocol for dealing with Traders.

One of the key challenges relating to Trade Waste abuse at the sites is related to the changes that Kent CC has made to their HWRC acceptance policies. Comparing the 2011/2012 and 2012/2013 figures for hardcore, wood, plasterboard and asbestos the KCC policies relating to charges and restricting quantities of waste per visit do not seem to have had a significant affect on the quantities of materials received at the Medway sites.

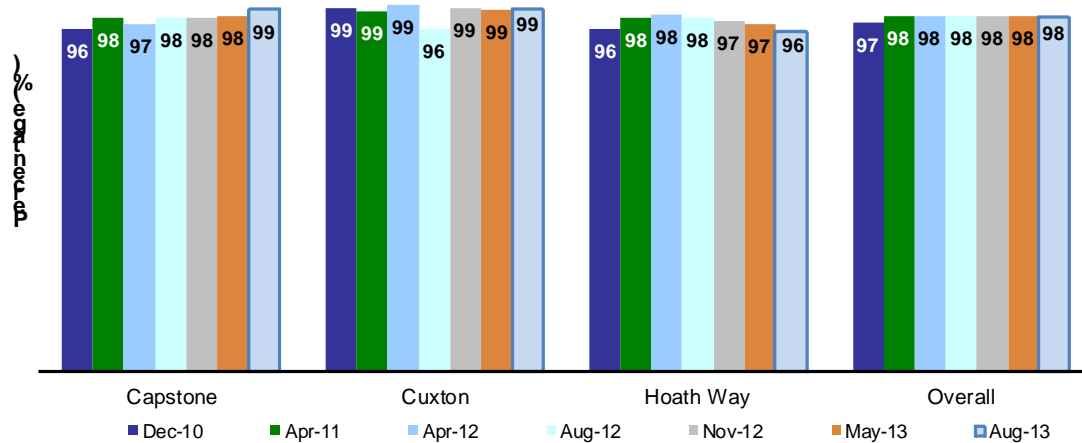
Materials	2011 / 2012	2012 / 2013
Asbestos	74.13	85.84
soil/ Hardcore	5959.44	5868.00
Plasterboard	304.08	322.14
Wood	4762.98	4911.37

However, the volumes of soil /hardcore deposited at the HWRCs are still at extremely high levels, forming over 22% of total inputs. The introduction of policies to restrict this tonnage could save considerable cost to FCC which in turn, could pass a proportion of this cost saving to Medway. We intend to investigate this further over the coming months.

4. Customer satisfaction/Site surveys

The most recent Customer Satisfaction Survey was undertaken in August 2013.

Overall Site Rating (% Very/Fairly Satisfied)



Results of the survey indicate that overall user satisfaction for the service has remained at 98%, continuing on the good work already achieved from contract commencement in 2011. The tables below shows the user satisfaction levels as given in the Customer Satisfaction Report of August 2013:

Site	Satisfaction levels	Apr-12		Aug-12		Nov-12		May-13		Aug-13	
		Count	%	Count	%	Count	%	Count	%	Count	%
Capstone	Overall satisfaction	957	97	961	98	659	98	1220	98	1576	99
	Very satisfied	693	70	743	76	525	78	707	57	1354	85
	Fairly satisfied	264	27	218	22	134	20	513	41	222	14
Cuxton	Overall satisfaction	776	99	1016	96	443	99	878	99	1074	99
	Very satisfied	776	99	1009	96	410	92	615	69	1046	96
	Fairly satisfied	0	0	7	0	33	7	263	30	28	3
Hoath Way	Overall satisfaction	521	98	1600	98	617	97	1371	97	1154	96
	Very satisfied	437	82	1325	81	525	83	1087	77	821	69
	Fairly satisfied	84	16	275	17	92	14	284	20	333	28
Overall	Overall satisfaction	2254	98	3577	98	1719	98	3469	98	3804	98
	Very satisfied	1906	83	3077	84	1460	83	2409	68	3221	83
	Fairly satisfied	348	15	500	14	259	15	1060	30	583	15

The following conclusions were drawn from the latest August 2013 Customer Satisfaction Survey:

- The most common users of the sites were white males, between the ages of 45 and 54 and have no disabilities.
- The overall satisfaction recorded by users for all three sites has remained high throughout all of the seven survey periods ranging from 97% to 98% of users stating they are 'very or fairly satisfied'. Although the proportion of users stating they are 'very satisfied' overall during the most recent survey period has increased from 68% (May 2013) to 83%. When comparing this by site the proportion stating they are 'very satisfied' was lowest at the Hoath Way site at 69% (August 2013), this is a 8% decrease since the previous survey period (77% May 2013).
- The majority of respondents (60%) use the sites at least once per month.
- When asked, users cited the most common material brought to the sites was DIY waste (47%), general dustbin waste (21%) and hardcore/rubble (19%).
- General dustbin waste (46%), DIY decorating waste (27%, mixed paper and card (23%) and green waste.
- 80% of Customers came from the Medway Area. The most common area for those coming from outside of the Medway Area was Tonbridge and Malling Borough Council (7%) and Maidstone (4%)

Any complaints received regarding the HWRC service, against us the operator or any of our sub-contractors are handled in line with Medway Council policies.

Wherever possible, complaints are handled close to source in order to avoid escalation, but if necessary the complainant is contacted by the FCC Contract Manager to try to resolve.

5. Environmental and other considerations

5.1 Environmental Agency (EA) inspections

During 2012/13 the EA undertook 3 Site Inspections, one at each HWRC facility. There were minor breaches found against the site license operating conditions. Action has been taken to remedy failures.

Cuxton HWRC Report

I/D 1004/01886923 09/09/2013 - C4 Management systems working plan requires review.
Score 0.1

Hoath Way HWRC Report

I/D 19415/0188663 09/09/2013 -C4 Management systems working plan requires review.
Score 0.1; C4 Reporting very small fire not reported. Score 0.1

Capstone HWRC Report

I/D 19409/0188680 09/09/2013 - C4 Containment Oil leak spill granules used. Score 0.1

There is no set routine to EA visits they call in to carry out sporadic site audits and usually audit the sites against the license conditions.

5.2 Audits

No Environment Agency Audits were conducted this Contract year.

5.3 Site security and related issues

All three HWRC sites continue to be monitored by Onwatch Security during both operational and non operational hours. The security system includes the use of infra red and motion detection which, if triggered, notifies the control centre who automatically inform the local police and FCC. Any intruders found guilty of trespass and theft shall be dealt with in accordance to the law.

5.4 Health and Safety, and Environmental Compliance.

HWRC Name	Number of near misses in Contract Year 2012/13	Number of accidents in Contract Year 2012/13	Number of Incidents in Contract Year 2012/13
Capstone HWRC	328	8	11
Cuxton HWRC	152	7	12
Hoath Way HWRC	56	3	7
TOTAL	536	18	30

No RIDDORS occurred on any of the sites during 2012/13. There is a proactive culture of reporting both near misses and accidents/incidents on this contract, which enables FCC to monitor and act on trends. FCC is about to undertake a nationwide publicity campaign to make the public aware of the risks on HWRCs and what they can do to ensure their visit is safe and incident free.

Accidents, incidents and near misses are reported to the contract manager who investigates, and records findings on FCCs internal recording system. Each report is investigated, however important, with the findings reported back to the person who raised the original report. This feedback ensures the person who identified the issue is kept informed of the findings to stop recurrence.

Capstone, Cuxton, and Hoath Way HWRC, provided under this Contract, continue to be operated to ISO14001:2004 standard under the Group's Integrated Management System (IMS) and ISO 9001:2008 for its Quality Management Systems.

All aspects of the HWRC Service are assessed for risks to ensure that any hazards that are identified can be removed where possible or mitigated to keep the task safe. This task is recorded with the completion of a risk assessment for the activity.

Work instructions (attached to the end of the Risk Assessments) detail any specific issues associated with the tasks and how the work should be managed.

All staff undertaking operational tasks are continually trained on the Risk Assessments and Work Instructions related to their role. Each employee has a signed training log which is kept with the Risk Assessment to show that operatives understand the activity.

The sites are audited by both Internal Auditors (for the IMS) and external bodies such as the Environment Agency. Any non-conformances or actions are addressed as soon as practicably possible. The following audits were undertaken during Contract year 2012/13

- Integrated Management System (IMS) audit Internal Capstone 22/03/2013 85% score. Review 12/07/2013 with 100% score;
- Internal H&S audit carried out by FCC H&S Manager and Regional Operations Manager - Capstone 25/04/2013 85% scored;
- Hoath H&S audit 01/08/2013 – no issues;
- Cuxton no Audits in 2013;

Full copies of the reports can be made available to Council officers should copies be of interest.

The health and safety of all staff and visitors to the sites is of paramount importance to the Group. FCC operates a 'Near Miss' reporting system which helps to identify unsafe practices and address them before they become incidents. These near misses are reported and resolutions discussed on a regular basis with Medway Council at Contract Meetings.

The group very much encourages near miss reporting, they are an excellent tool that shows staff on site are identifying minor problems and issues, that can be dealt with and safe systems/ training can be completed before minor problems and issues progress into larger issues and possibly cause harm to members of staff or members of the public, contractors or Council members.

During the Contract Year 2012/13, over 536 near misses were reported by site staff for a variety of issues ranging from non conforming waste (asbestos), MOP throwing items in bins, speeding on site to name but a few. Near misses are actioned by the Contract Manager and are logged with the Group Safety, Health and Environment department. Full details of each near miss can be made available to the Authority.

5.5 Risk Assessments

All operational activities that are undertaken as part of the Contract are subject to Risk Assessment, a process that establishes the hazards and risks associated with a particular activity and aims to reduce the risk by taking mitigating or preventative action.

Risk Assessments are reviewed annually and any change of process or new activities are assessed prior to being implemented.

During the Contract Year 2012/13 all site activities' risk assessments were reviewed and updated. The Assessments are available for the Council to inspect at any of the three HWRC sites.

5.6 Staffing and Welfare

Day to day management of the Contract falls under Contract Manager Dave Harling. Dave Harling replaced Neil Jones who left earlier this year. The Contract Manager is supported by site based Supervisors.

The contract transport is managed by Pepperhill based Kent Transport Manager Richard Frater. All permanent and Agency staff receive induction and ongoing training to allow them to fulfil their roles effectively.

FCC has provided 122 training places to staff working on the Medway HWRC contract in the last 12 months. We believe training of our staff is essential to developing increased customer satisfaction for users of the service, improved recycling rates and better knowledge and understanding of health and safety on site. the following table provides a breakdown of the training courses completed over the last year.

Training Course	No of staff attendance
Manual Handling	14
Fire Extinguisher	14
Health And safety at work stage one	14
Risk assessment	5
Incident controller	8
Control of contractors	5
Customer care /dealing with difficult customers	16

First aid	8
Asbestos	14
Operation of site compactors	14
Accident investigation	5
Health and safety rep	1
ILM3	1
ILM5	1
Supervisory core skills	2

6. Review of administration of service

The provision of data provided by FCC to the Council is regularly discussed and reviewed as part of the Contract Meeting held with the Council Officers.

Prior to FCC raising a monthly invoice, the data is agreed with the Council, and supporting information provided.

The annual bonus for year 3 of the contract is currently being calculated and agreed.

The annual indexation is to be reviewed.

7. Infrastructure, plant and equipment maintenance

7.1 Routine maintenance

All facilities used in the service of the Contract were maintained to a high standard during 2012/13, including fixed and mobile plant and site infrastructure. Planned maintenance ensured that plant down-time was minimal through the year with little or no disruption to Medway or the general public. Maintenance records are available for inspection by Medway upon request.

7.2 Business Continuity

Local Authorities are coming under increasing pressure to have robust business continuity systems in place to protect their major services. The waste management service provided by FCC under this Contract is one such contract and therefore contingency arrangements are vital to ensure continuation of service in the event of business interruption. The table below shows the contingency facilities in place in case of severe business interruption (e.g. major fire or flood or long-term plant unavailability). This contingency plan remains the same as for Contract year 2011/12.

Facility	Waste Types	Contingency 1	Contingency 2
Capstone HWRC	MDR and Residual waste	Hoath Way HWRC	Cuxton HWRC
Cuxton HWRC	MDR and Residual waste	Capstone HWRC	Hoath Way HWRC
Hoath Way HWRC	MDR and Residual waste	Capstone HWRC	Cuxton HWRC

Table 5 Contingency facilities

Fixed and Mobile Plant

Service and maintenance agreements are in place for all mobile and fixed plant on the sites. This reduces the likelihood of failure and guaranteeing the attendance of an engineer the same working day to commence repairs. In the event of a more substantial mobile plant failure, a hire machine can be brought onto site the same day.

8. Aims for 2013/2014

8.1 Report on recycling bonus incentive scheme.

- FCC will continue to use a staff incentive scheme, paid quarterly, to help maintain and improve recycling performance.
- Other initiatives to increase recycling will include;
 - Review and improve signage as necessary.
 - Encourage more rigorous challenge to and education of, members of the public who bring in black bags and un-segregated waste/recyclables
 - Increase re use schemes

8.2 .Infrastructure improvements and routine maintenance

Hoath Way

- Alterations to site layout in order to reducing queuing on the public highway and improve customer experience. This scheme has been developed further in

conjunction with Medway officers. However engineering issues (ground conditions and HGV manoeuvring requirements) have significantly increased the cost of this project.; the implications of which, in the context of contract savings and possible extension are under review.

Cuxton

- Medway Council may develop access to the site to increase on site queuing, thus removing vehicles from the main highway, improving health and safety of the general public, this in turn would be marshalled on site by FCC Staff. This is still under review.

8.3 Action Plan for 2013/14

Subject to further discussion and agreement, the targets for 2013 / 2014 are;

- To develop the re-use arrangements with the charity sector to help increase the scope of reuse opportunities at the sites.
- To work with the Council to introduce initiatives to minimise trade waste abuse at the sites, especially in light of policy changes introduced by Kent CC.
- To work with the Council to limit service cuts and ensure value for money.
- Review the off-takers for all materials to ensure value for money.
- To assist the Council with their communications and education strategy including publicity for landfill diversion initiatives and re use.
- Introduce staff newsletter to improve communications and to support staff engagement.
- To continue to explore opportunities for a contract extension.
- To implement public awareness campaign - 'Be Safe on Our Sites'

Appendix A. Recycling Performance and Tonnage

Capstone	2012			2013									
	October	November	December	January	February	March	April	May	June	July	August	September	
Asbestos	2.22	0	2.46	0.00	3.22	1.22	2.2	2.62	1.78	3.16	3.66	2.32	24.86
Car Batteries	0.98	0.00	2.57	0.98	1.64	0.91	1.80	2.54	2.89	0.87	1.60	2.33	19.12
Fluro tubes	0.00	0.23	0.00	0.00	0.30	0.00	0.00	0.28	0.09	0.00	0.12	0.00	1.02
Fridges/Freezers	3.58	2.60	1.39	2.06	1.94	1.92	2.52	3.58	3.16	2.96	4.90	3.48	34.09
Garden Waste	47.62	42.38	19.92	12.22	31.32	32.26	63.58	117.08	103.84	98.44	84.48	62.78	715.92
Gas Bottles	1.47	1.83	0.33	0.00	1.83	0.98	1.73	2.75	3.33	3.23	1.67	0.90	20.03
Glass Mixed	0.00	5.36	0.00	6.10	10.18	0.00	6.52	5.78	0.00	7.02	0.00	6.16	47.12
Glass Fint		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Houshold batteries	0.00	0.12	0.00	0.12	0.00	0.40	0.00	0.20	0.00	0.00	0.40	0.00	1.24
LDA (B stream weee)	3.56	3.44	5.44	3.44	3.52	3.44	3.46	7.52	4.08	0.00	3.98	3.66	45.54
Metal	23.86	21.82	11.60	22.22	23.67	18.75	39.52	42.80	32.12	38.72	35.42	29.98	340.48
Non Ferrous	0.00	0.00	0.00	0.82	0.00	0.92	0.82	0.00	1.04	0.00	0.00	0.50	4.10
Brass	0.00	0.00	0.00		0.00			0.00					0.00
Copper	0.00	0.00	0.00		0.00			0.00					0.00
Plasterboard	15.88	14.94	8.84	15.94	15.02	13.62	17.32	20.80	15.18	17.92	19.08	16.26	190.80
SDA (A stream weee)	14.36	15.12	15.44	12.26	13.84	15.08	23.74	24.08	16.98	21.06	22.82	15.95	210.73
Televisions	11.12	10.00	11.24	7.64	8.06	11.38	11.60	10.92	7.60	10.52	3.64	8.18	111.90
Textiles	5.78	4.46	2.54	5.60	6.64	2.76	7.60	6.26	5.58	6.08	6.20	6.02	65.52
Tyres	4.87	3.16	0.00	4.20	2.38	4.28	4.10	4.73	3.95	4.18	1.99	4.15	41.99
Waste Oil	0.00	2.40	0.00	0.00	2.90	0.00	2.50	0.00	2.29	2.64	2.03	0.00	14.76
Wood	123.58	115.10	84.96	91.76	114.66	111.00	174.24	199.74	146.74	179.38	167.35	133.10	1641.61
Cardboard	27.12	25.76	21.72	20.82	21.18	25.64	27.16	21.98	24.84	23.22	34.04	33.48	306.96
Print Cartridges	0.03	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.03
Re-use	0.51	0.69	0.16	0.27	0.71	0.24	0.10	0.12	0.21	0.34	0.03	0.28	3.66
Rigid Plastic	13.08	11.04	6.94	10.94	11.88	11.28	23.58	22.74	19.12	19.84	20.70	15.12	186.26
Cooking Oil	0.00	0.00	0.00	0.00	0.64	0.00	0.53	0.00	0.00	0.87	0.00	0.00	2.05
Mattresses	13.88	11.60	7.88	12.96	11.40	9.72	13.16	13.92	14.44	15.92	11.66	14.96	151.50
Co-mingled Recycling	4.46	6.00	8.66	8.18	3.50	6.12	7.20	11.32	5.10	6.68	9.82	8.18	85.22
Sub-Total	315.745	298.051	209.633	238.5207	287.216	270.698	432.772	519.133	412.583	459.898	431.922	365.471	4241.6427
Landfill	182.76	176.94	156.90	148.12	153.34	146.10	224.36	247.40	210.42	223.56	221.34	173.78	2265.02
Hardcore	126.00	100.00	80.00	70.00	120.00	110.00	180.00	260.00	240.00	250.00	230.00	170.00	1936.00
Total	182.76	176.94	156.9	148.12	153.34	146.1	224.36	247.4	210.42	223.56	221.34	173.78	2265.02
CONTRACT RECYCLING %													
Total Waste	498.51	474.99	366.53	386.64	440.56	416.80	657.13	766.53	623.00	683.46	653.26	539.25	6506.66
Recycling Rate	63.34%	62.75%	57.19%	61.69%	65.19%	64.95%	65.86%	67.72%	66.22%	67.29%	66.12%	67.77%	65.19%
SITE RECYCLING %													
Total Waste	624.51	574.99	446.53	456.64	560.56	526.80	837.13	1026.53	863.00	933.46	883.26	709.25	8442.66
Recycling Rate	70.74%	69.23%	64.86%	67.56%	72.65%	72.27%	73.20%	75.90%	75.62%	76.05%	74.94%	75.50%	73.17%

Cuxton	October	November	December	January	February	March	April	May	June	July	August	September	
Asbestos	10.88	2.5	1.92	0	4.08	1.78	2.28	4.32	4.42	5.26	3.62	2	43.06
Car Batteries	1.27	0.78	2.66	1.81	1.82	1.71	1.57	3.55	3.60	1.43	1.77	3.52	25.49
Fluro tubes	0.24	0.00	0.00	0.29	0.00	0.30	0.00	0.25	0.14	0.00	0.20	0.00	1.42
Fridges/Freezers	3.12	3.14	2.69	2.86	3.19	2.44	3.36	5.04	4.96	4.22	5.26	6.24	46.52
Garden Waste	75.58	57.96	17.46	23.16	20.28	38.08	83.70	136.18	134.28	112.02	107.56	88.56	894.82
Gas Bottles	1.79	2.97	1.52	0.00	2.49	1.83	3.17	3.45	3.93	3.20	2.06	1.53	27.92
Glass Flint	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Glass Mixed	5.58	5.76	4.90	6.30	5.42	5.14	5.76	9.52	5.96	6.06	5.40	5.80	71.60
Houshold batteries	0.00	0.16	0.00	0.12	0.00	0.40	0.00	0.40	0.00	0.00	0.40	0.00	1.48
LDA (B stream weee)	5.42	7.86	5.84	8.80	3.78	5.58	5.04	6.02	6.18	4.44	2.20	3.06	64.22
Metal	26.54	27.12	17.30	30.06	20.02	23.56	42.10	50.56	37.90	43.08	45.96	39.30	403.50
Non Ferrous	0.00	0.82	0.60	0.00	0.70	0.98	1.22	0.64	0.00	0.00	1.12	0.50	6.58
Brass	0.00			0.00									0.00
Copper	0.00			0.00									0.00
Plasterboard	8.80	12.36	7.84	8.86	9.80	12.18	13.10	11.46	12.54	9.08	15.50	9.82	131.34
SDA (A stream weee)	23.52	18.58	17.38	19.72	20.62	19.20	28.54	24.90	23.66	24.66	26.08	25.30	272.16
Televisions	18.38	10.76	17.16	14.62	13.02	10.68	17.38	12.50	10.92	13.82	10.46	11.60	161.30
Textiles	6.12	4.48	3.12	6.20	7.26	5.70	10.42	6.78	4.28	8.30	7.04	6.62	76.32
Tyres		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Waste Oil	2.00	2.00	1.00	1.80	1.00	1.79	1.79	2.39	0.70	1.41	1.94	1.76	19.59
Wood	129.96	118.90	87.70	97.66	118.26	131.82	182.18	220.88	177.28	170.66	201.74	156.30	1793.34
Cardboard	30.16	29.50	34.30	25.80	24.66	27.30	24.80	38.64	26.88	26.88	30.60	38.96	358.48
Print Cartridges	0.06	0.00	0.00	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	1.06
Re-use	0.54	0.41	0.43	0.05	1.62	0.33	0.26	0.74	0.23	0.37	0.57	0.35	5.90
Rigid Plastics	13.08	11.02	8.68	15.04	13.44	12.36	20.14	27.22	19.28	24.28	21.96	18.62	205.12
cooking oil	0.00	0.00	0.00	0.00	0.00	0.00	0.18	0.00	0.00	0.17	0.00	0.00	0.35
Mattresses	16.44	13.20	8.24	15.52	16.72	10.72	16.12	19.44	13.56	17.04	17.61	17.84	182.45
Co-mingled Recycling	4.72	7.84	6.32	7.52	6.04	4.36	14.54	8.12	7.12	6.06	11.90	9.48	94.02
Sub-Total	373.318	335.62	245.13	286.194	290.135	316.465	475.374	589.68	493.411	477.17191	517.313	445.159	4844.9709
Landfill	226.98	213.10	205.54	195.22	201.43	210.76	348.02	313.66	261.06	282.28	269.62	219.68	2947.35
Hardcore	126.00	120.00	70.00	90.00	120.00	120.00	240.00	310.00	290.00	250.00	250.00	220.00	2206.00
Total	226.98	213.1	205.54	195.22	201.43	210.76	348.02	313.66	261.06	282.28	269.62	219.68	2947.35
CONTRACT RECYCLING %													
Total Waste	600.30	548.72	450.67	481.41	491.57	527.23	823.39	903.34	754.47	759.45	786.93	664.84	7792.32
Recycling Rate	62.19%	61.16%	54.39%	59.45%	59.02%	60.02%	57.73%	65.28%	65.40%	62.83%	65.74%	66.96%	62.18%
SITE RECYCLING %													
Total Waste	726.30	668.72	520.67	571.41	611.57	647.23	1063.39	1213.34	1044.47	1009.45	1036.93	884.84	9998.32
Recycling Rate	68.75%	68.13%	60.52%	65.84%	67.06%	67.44%	67.27%	74.15%	75.01%	72.04%	74.00%	75.17%	70.52%

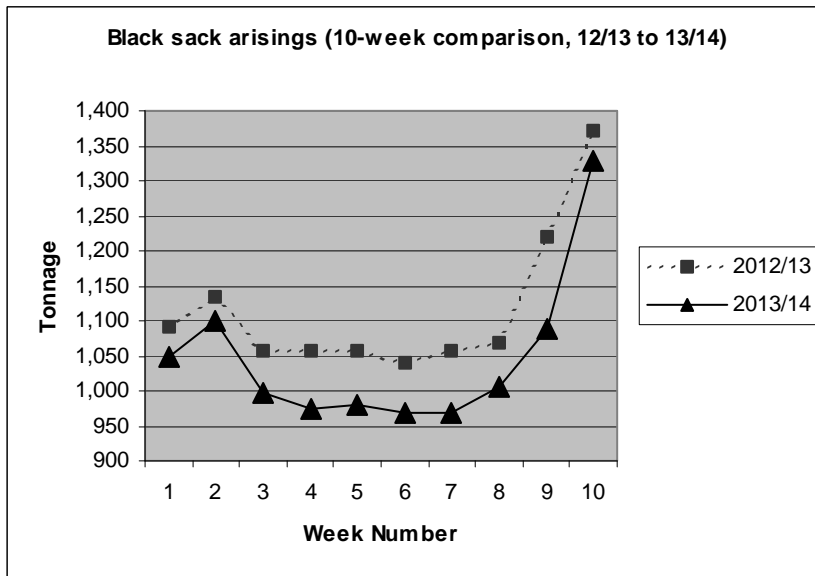
Hoath Way	October	November	December	January	February	March	April	May	June	July	August	September	
Asbestos	2.22	0	1.84	0.00	3.28	0	2.36	1.34	1.46	3.18	2.24	0	17.92
Car Batteries	1.53	0.00	2.33	0.70	1.44	1.33	0.83	2.40	2.93	1.38	1.35	1.91	18.11
Fluro tubes	0.29	0.00	0.00	0.00	0.30	0.00	0.00	0.28	0.00	0.00	0.23	0.00	1.10
Fridges/Freezers	2.32	2.68	1.94	1.90	1.60	1.80	2.12	3.04	2.38	3.30	3.57	4.06	30.71
Garden Waste	48.30	43.00	10.34	8.68	26.16	23.46	43.22	88.22	71.80	68.00	65.04	59.74	555.96
Gas Bottles	1.88	0.45	0.83	0.00	2.14	1.38	1.71	3.26	3.51	3.48	2.66	0.68	21.96
Glass Mixed	0.00	0.00	5.92	0.00	5.76	0.00	5.80	0.00	6.08	0.00	6.06	3.02	32.64
Houshold batteries	0.00	0.12	0.00	0.12	0.00	0.40	0.00	0.40	0.00	0.00	0.40	0.00	1.44
LDA (B stream weee)	2.20	2.40	1.86	4.84	2.40	1.80	2.10	2.70	1.92	2.14	0.00	0.00	24.36
Metal	23.00	19.22	11.30	23.08	19.31	18.54	35.14	37.28	29.36	35.46	34.58	31.96	318.23
Non Ferrous	0.00	0.00	0.00	0.00	0.62	0.52	0.00	0.00	0.00	1.16	1.10	0.52	3.92
Brass	0.00	0.00	0.00	0.00									0.00
Copper	0.00	0.00	0.00	0.00					0.00				0.00
Plasterboard	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00	0.00	0.00	0.00	0.00
SDA (A stream weee)	19.60	19.84	16.04	17.34	17.44	15.72	21.32	27.96	22.18	23.06	23.20	20.46	244.16
Televisions	12.62	9.52	12.90	10.26	12.14	10.56	9.80	8.86	6.34	9.58	10.18	7.44	120.20
Textiles	5.52	5.38	3.70	6.34	6.14	5.48	7.42	7.34	5.20	8.24	6.98	6.58	74.32
Tyres	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Waste Oil	1.60	0.00	1.40	0.00	1.40	0.90	0.72	1.15	1.15	1.59	0.97	1.32	12.18
Wood	115.48	101.66	69.24	90.36	101.06	106.46	162.36	165.46	138.62	151.92	153.16	127.64	1483.42
Cardboard	17.72	22.86	24.32	24.12	18.84	22.32	21.14	21.86	29.34	21.12	29.90	23.60	277.14
Print cartridges	0.03	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.03
Re-use	0.31	0.32	0.02	0.09	0.65	0.05	0.32	0.06	0.00	0.17	0.09	0.13	2.19
Cooking Oil	0.00	0.00	0.00	0.00	0.00	0.00	0.32	0.00	0.00	0.00	0.72	0.00	1.03
Rigid Plastic	11.14	7.76	4.50	7.18	6.26	8.24	13.90	8.76	7.80	13.14	14.16	11.78	114.62
Mattresses	12.72	9.92	7.44	16.36	12.84	9.08	13.76	14.92	13.92	14.16	11.94	15.80	152.86
Co-mingled Recycling	4.70	5.62	4.64	6.32	5.42	5.08	4.12	8.10	5.56	5.20	5.28	6.00	66.04
Sub-Total	280.95	250.75	178.719	217.683	241.928	233.112	346.084	402.036	348.085	363.0973	371.5468	322.633	3556.6241
Landfill	180.20	139.98	135.86	156.38	153.15	166.24	243.50	252.56	208.36	219.60	205.22	155.26	2216.31
Hardcore	126.00	110.00	70	80.00	100.00	100.00	180.00	220.00	200.00	210.00	180.00	150.00	1726.00
Total	180.2	139.98	135.86	156.38	153.15	166.24	243.5	252.56	208.36	219.6	205.22	155.26	2216.31
CONTRACT RECYCLING %													
Total Waste	461.15	390.73	314.58	374.06	395.08	399.35	589.58	654.60	556.45	582.70	576.77	477.89	5772.93
Recycling Rate	60.92%	64.17%	56.81%	58.19%	61.24%	58.37%	58.70%	61.42%	62.56%	62.31%	64.42%	67.51%	61.61%
SITE RECYCLING %													
Total Waste	587.15	500.73	384.58	454.06	495.08	499.35	769.58	874.60	756.45	792.70	756.77	627.89	7498.93
Recycling Rate	69.31%	72.04%	64.67%	65.56%	69.07%	66.71%	68.36%	71.12%	72.46%	72.30%	72.88%	75.27%	70.44%

2012-13 Contract Totals

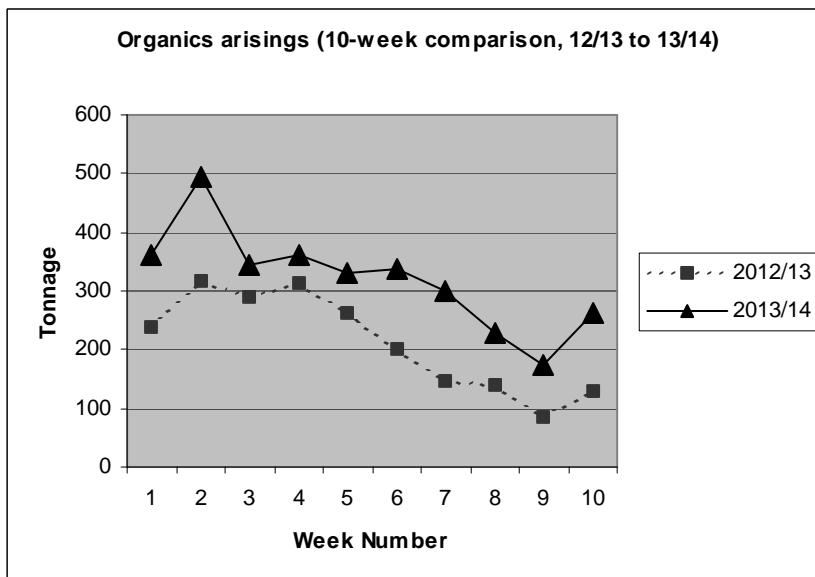
All	October	November	December	January	February	March	April	May	June	July	August	September	
Asbestos	15.32	2.5	6.22	0	10.58	3	6.84	8.28	7.66	11.6	9.52	4.32	85.84
Car Batteries	3.77	0.78	7.56	3.49	4.90	3.96	4.20	8.49	9.42	3.68	4.71	7.76	62.72
Fluro tubes	0.53	0.23	0.00	0.29	0.60	0.30	0.00	0.81	0.24	0.00	0.54	0.00	3.54
Fridges/Freezers	9.02	8.42	6.02	6.81	6.73	6.16	8.00	11.66	10.50	10.48	13.73	13.78	111.31
Garden Waste	171.50	143.34	47.72	44.06	77.76	93.80	190.50	341.48	309.92	278.46	257.08	211.08	2166.70
Gas Bottles	5.13	5.25	2.67	0.00	6.46	4.19	6.60	9.45	10.77	9.90	6.38	3.11	69.90
Glass Mixed	5.58	11.12	10.82	12.40	21.36	5.14	18.08	15.30	12.04	13.08	11.46	14.98	151.36
Glass Fint	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Houshold batteries	0.00	0.40	0.00	0.36	0.00	1.20	0.00	1.00	0.00	0.00	1.20	0.00	4.16
LDA (B stream weee)	11.18	13.70	13.14	17.08	9.70	10.82	10.60	16.24	12.18	6.58	6.18	6.72	134.12
Metal	73.40	68.16	40.20	75.36	63.00	60.85	116.76	130.64	99.38	117.26	115.96	101.24	1062.21
Non Ferrous	0.00	0.82	0.60	0.82	1.32	2.42	2.04	0.64	1.04	1.16	2.22	1.52	14.60
Brass	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Copper	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Plasterboard	24.68	27.30	16.68	24.80	24.82	25.80	30.42	32.26	27.72	27.00	34.58	26.08	322.14
SDA (A stream weee)	57.48	53.54	48.86	49.32	51.90	50.00	73.60	76.94	62.82	68.78	72.10	61.71	727.05
Televisions	42.12	30.28	41.30	32.52	33.22	32.62	38.78	32.28	24.86	33.92	24.28	27.22	393.40
Textiles	17.42	14.32	9.36	18.14	20.04	13.94	25.44	20.38	15.06	22.62	20.22	19.22	216.16
Tyres	4.87	3.16	0.00	4.20	2.38	4.28	4.10	4.73	3.95	4.18	1.99	4.15	41.99
Waste Oil	3.60	4.40	2.40	1.80	5.30	2.69	5.01	3.54	4.14	5.64	4.94	3.09	46.54
Wood	369.02	335.66	241.90	279.78	333.98	349.28	518.78	586.08	462.64	501.96	522.25	417.04	4918.37
Cardboard	75.00	78.12	80.34	70.74	64.68	75.26	73.10	82.48	81.06	71.22	94.54	96.04	942.58
Print Cartridges	0.12	0.00	0.00	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	1.12
Re-use	1.36	1.42	0.61	0.41	2.98	0.62	0.67	0.92	0.44	0.89	0.68	0.75	11.75
Rigid Plastic	26.16	22.06	15.62	25.98	25.32	23.64	44.04	49.96	38.40	44.12	43.38	33.74	392.41
Cooking Oil	11.14	7.76	4.50	7.18	6.90	8.24	14.62	8.76	7.80	14.18	14.16	11.78	117.02
Mattresses	43.04	34.72	23.56	44.84	40.96	29.52	43.04	48.28	41.92	47.12	41.20	48.60	486.80
Co-mingled Recycling	13.88	19.46	19.62	22.02	14.96	15.56	25.86	27.54	17.78	17.94	27.00	23.66	245.28
Sub-Total	970.013	884.421	633.482	742.3977	819.279	820.275	1254.23	1510.849	1254.079	1300.167	1320.782	1133.263	12643.24
Landfill	589.94	530.02	498.30	499.72	507.92	523.10	815.88	813.62	679.84	725.44	696.18	548.72	7428.68
Hardcore	378.00	330.00	220.00	240.00	340.00	330.00	600.00	790.00	730.00	710.00	660.00	540.00	5868.00
Total	589.94	530.02	498.3	499.72	507.92	523.1	815.88	813.62	679.84	725.44	696.18	548.72	7428.68
CONTRACT RECYCLING %													
Total Waste	1559.95	1414.44	1131.78	1242.12	1327.20	1343.38	2070.11	2324.47	1933.92	2025.61	2016.96	1681.98	20071.92
Recycling Rate	62.18%	62.53%	55.97%	59.77%	61.73%	61.06%	60.59%	65.00%	64.85%	64.19%	65.48%	67.38%	62.99%
SITE RECYCLING %													
Total Waste	1937.95	1744.44	1351.78	1482.12	1667.20	1673.38	2670.11	3114.47	2663.92	2735.61	2676.96	2221.98	25939.92
Recycling Rate	69.56%	69.62%	63.14%	66.28%	69.53%	68.74%	69.44%	73.88%	74.48%	73.48%	73.99%	75.30%	71.36%

Appendix 3 – Early indications of weekly collections effect on kerbside tonnages compared to same period previous year

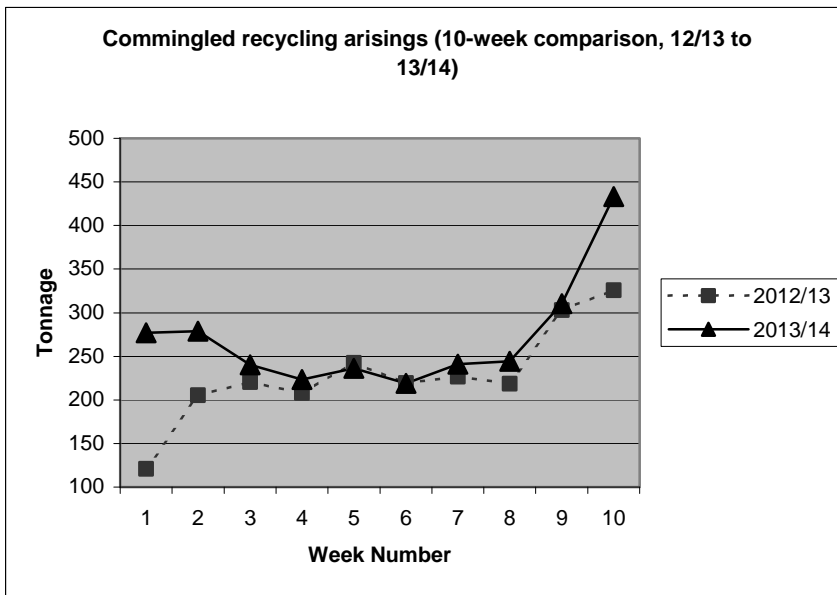
Tonnages up or down compared from 12/13 to 13/14 for same period.					
	Black sacks	Organics	Commingled	Paper/Card	
	<i>Negative tonnages anticipated</i>	<i>Positive tonnages anticipated</i>	<i>Positive tonnages anticipated</i>	<i>Positive tonnages anticipated</i>	<i>Total change in kerbside</i>
Wk1	-41.9	+120.7	+156.1	-22.64	+212.26
Wk2	-32.32	+178.08	+73.5	+35.12	+254.38
Wk3	-59.42	+54.88	+19.94	+1.22	+16.62
Wk4	-83.54	+45.48	+15.38	+13.02	-9.66
Wk5	-77.34	+65.84	-6.4	+6.52	-11.38
Wk6	-73.7	+137.9	-0.38	+9.95	+73.77
Wk7	-87.34	+151.44	+14.31	-6.86	+71.55
Wk8	-61.24	+89.76	+25.5	+10.84	+64.86
Wk9	-130.7	+89.66	+7.3	-23.78	-57.52
Wk10	-42.06	+134.34	+107.08	+47.26	+246.62



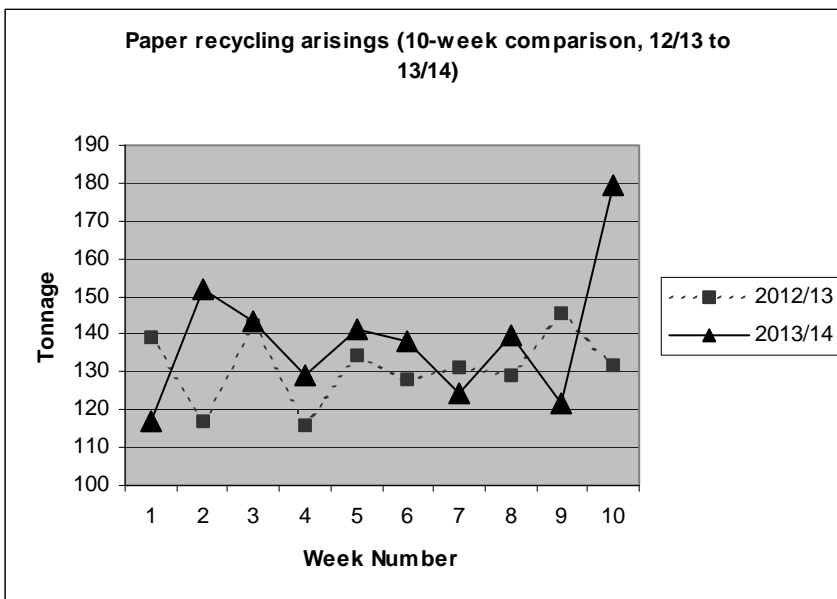
Noticeable and desired drops in black sack tonnage with an average fall of 69t/week so far.



Anticipated increases in organics tonnages as more residents choose to recycle their food waste. Average increase is 107t/week, some of which will be new food waste being diverted from black sacks.



Commingled recycling is predominantly lighter than the other streams. Increases in these tonnages were expected to be significantly lower than that of organics. Trend is encouraging but erratic at present.



Paper and card has reduced as a proportion of the waste stream over recent years as electronic media supersedes it. Increases in tonnages here demonstrates how residents have answered the call to separate it out from their other recyclables